



Debunking Common Misconceptions When Buying Hardware and Network Maintenance Services

Choosing between original equipment manufacturer (OEM) or third-party maintenance (TPM) support can be critical for a company. TPM is ideal for extending support for your IT assets and network equipment beyond the warranty or service agreement. But leaving maintenance to someone other than the OEM can be full of fear, uncertainty, and doubt (FUD).

Why TPM Support Is a Better Choice



Simplify the support program



Reduce overall maintenance costs compared to OEM



Extend the lifecycle of your server, network, or storage infrastructure



Leverage flexible service agreement

Moving Beyond the Fear, Uncertainty, and Doubt (FUD)

Let's debunk common misconceptions that currently stop organizations from switching from OEM to TPM.

Myth

Employing a third-party service puts your business at risk, and savings aren't worth it.

The OEMs are equipped to deliver superior support compared to other alternatives.

The TPM engineers are not as qualified as the OEM engineers and lack the expertise to solve diverse customer issues.

Only OEMs can supply better-quality essential parts.

Reality

TPM helps organizations **reduce total cost of ownership (TCO)** and **boost ROI** while maintaining post-warranty and end of service life (EOSL) equipment. It also helps extend existing assets' life and **significantly reduce e-waste** contribution.

TPM providers can correspond to or exceed the OEM support level. TPM ensures **flexible agreements, customizable service level agreements (SLAs), and tailored services** to meet customer-specific requirements.

Unlike OEM engineers, TPM engineers undergo **multi-platform training**. They are not restricted to the manufacturer's products and can **provide comprehensive services**. TPM engineers can seamlessly support server, storage, and networking equipment in a multi-vendor infrastructure.

TPM providers can **easily access the same spare parts management channels as OEMs**. Moreover, they can offer maintenance and support services for IT assets even after EOSL.

Gain Maximum Business Value With CXtec

Make the switch from OEM to TPM with RapidCare® service, an efficient yet affordable TPM solution from CXtec.

Optimized OPEX Budget



Reliable Performance



Customizable Maintenance



Sustainable IT Maintenance Strategy



Explore how to unlock the true value from your IT infrastructure with CXtec

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